Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Governor's Office	12 11	12 11
Customer Company Total	12 11	12 11

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Governor's Office	12 1	12 1
Customer Company Total	12 1	12 1

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents	
	Bottom Number -Average time in hours	
Customer Company	**Low**	**ATTIR Total**
Governor's Office	12 0.10	12 0.10
Customer Company Total	12 0.10	12 0.10

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
Customer Company	**Low**	**MR Total**
Governor's Office	12 0	12 0
Customer Company Total	12 0	12 0

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Governor's Office	12 0.10	12 0.10
Customer Company Total	12 0.10	12 0.10

Governor's Office

Detail

Incident	Requester	Category	Type	Item	Status	TIR Missed	TIR
INC000000257977	Ryan Starks	Application	Password	PGP		TIR Missed: Yes	TIR: 1.10
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 1.10
INC000000262804	Fran Fish	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000262993	Spencer Hadley	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263994	Fran Fish	Application	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000263997	Ryan Starks	Application	None	Novell Messenger		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000264127	Nancy Grisel	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000264203	Clifford Strachan	Wireless Connectivity	Error	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000266382	Sandra Naegle	Application	Error	Action Request System		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000269596	Jill Flygare	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000269621	Ashlee Buchholz	PC/Laptop	Error	Microsoft Office 2003 Profession	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000269623	Colene Tucker	PC/Laptop	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000270536	Sandra Naegle	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.10
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.10